

Order Management goes International

Challenge

The Order Management center had never previously needed English language skills – mainly working internally with German departments. Shifts in markets, and the pressures of global purchasing and outsourcing increasingly meant that the client had to work in English with international suppliers, partners and clients. It was also envisioned that the client would need to establish new centers in the US and China. All employees needed to quickly improve their language and communication skills, and key personnel needed to ensure that quality and values were transferred effectively overseas.



Training Targets

- ⊕ Quickly boosting confidence amongst the 38 employees – many of whom hadn't used English for 30 years
- ⊕ Supporting teams in setting up tools, writing documentation, and describing processes – all in English
- ⊕ Motivating and driving employees to rapidly improve their English despite working in a busy and stretched environment

Training Solution

An InCorporateTrainer®™

- ⊕ In-depth needs analysis of individual and department specific needs in collaboration with management and team leaders
- ⊕ Detailed job profiles defined, and goals agreed between client management and employees
- ⊕ Production and implementation of training measures (level based and role based)
- ⊕ Driving 'on-the-job support' awareness
- ⊕ Annual confidence building intensive workshops in UK (language of meetings / negotiations)
- ⊕ Skills workshops based on previously observed communications/ business issues
- ⊕ Support in proofreading and translating tool interfaces, documentation, checklists, forms, and process descriptions
- ⊕ The success of the program has resulted in a substantial increase in interest and acceptance of internationalization within the department. The new centers have been set up and are running smoothly.